**PUNJAB POLICE**

**FORMAL/SURPRISE INSPECTION FORM FOR**

**PUNJAB POLICE KHIDMAT MARAKAZ GLOBAL**

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Description** | **Remarks** |
|  | Name of Police Khidmat Markaz Global |  |
|  | Name, Rank and No. of focal person at Police Khidmat Markaz Global |  |
|  | Name and Rank of the Inspecting officer |  |
|  | Date & time of Inspection/checking |  |
|  | Last inspection date and conducted by |  |

**2. DETAIL OF STAFF POSTED:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr No.** | **Name, Rank & No.** | **Date of posting** | **Education** | **Cell No.** |
|  |  |  |  |  |
|  |  |  |  |  |

**3. SOFT AUDIT OF BENCHMARKS:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SERVICE NAME** | **Status** | | **No of applications received** | **Action taken** | | | |
| **Functional** | **Non functional** | **Processes completed within time** | **Processes completed after due time** | **Complaints under process** | **Complaints under process after due time** |
| Police Character Certificate |  |  |  |  |  |  |  |
| National status verification |  |  |  |  |  |  |  |
| Copy of FIR |  |  |  |  |  |  |  |
| Renewal of Driving License |  |  |  |  |  |  |  |
| Tenant registration |  |  |  |  |  |  |  |
| Private employees verification |  |  |  |  |  |  |  |

4. **DELIVERY OF SERVICES**

1. **POLICE CHARACTER CERTIFICATE COUNTER:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
| - | - |  |

1. **NATIONAL STATUS VERIFICATION COUNTER:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
| - | - |  |

1. **COPY OF FIR:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
| - | - |  |

1. **RENEWAL OF DRIVING LICENSE COUNTER:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
| - | - |  |

1. **TENANT REGISTRATION COUNTER:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
| - | - |  |

1. **PRIVATE EMPLOYEES VERIFICATION COUNTER:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
| - | - |  |

1. **Feed back of Visitors (whom complaints resolved) are satisfied/dissatisfied with the working of Police Khidmat Markaz Global:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Name and Father’s Name** | **Email/Whatsapp Number** | **Remarks** |
|  |  |  |  |

1. **Is the Visitors/Complainants satisfied/dissatisfied with ambience of the Police Khidmat Markaz Global?**

Following Visitors/Complainants are asked about the ambience of Khidmat Markaz Global and they are satisfied with the ambience of Khidmat Markaz Global:-

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Name and Father’s Name** | **Email/Whatsapp Number** | **Remarks** |
|  |  |  |  |

7. **Whether Visitors/Complainants (whom complaints/matter is under process) satisfied/dissatisfied with the performance of the Police Khidmat Markaz Global:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Name and Father’s Name** | **Email/Whatsapp Number** | **Remarks** |
|  |  |  |  |

8. **Proforma for feedback**

You visited PKMG on \_\_\_\_\_\_\_\_\_\_\_ Service availed\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please Rank following on Scale 1 to 5, 5 being the best

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Ambiance | 5 | 4 | 3 | 2 | 1 |  |
|  | | | | | | | |
|  | Timeliness | 5 | 4 | 3 | 2 | 1 |  |
|  |  |  | | | | |  |
|  | Overall Service Quality | 5 | 4 | 3 | 2 | 1 |  |
|  |  | | | | | | |
|  | | | | | | |  |

9. **REMARKS/ RECOMMENDATION OF THE INSPECTING OFFICER:**